



City of De Pere

ACCESS YOUR ACCOUNT AND PAY ONLINE!

De Pere Water Department now offers you the ability to access your utility account and make payments over the internet 24 hours a day at <https://billing.de-pere.org> from your home or business! The link can also be accessed by browsing to www.de-pere.org and clicking the **Bill Pay** link. At this website, you will be able to access any current active accounts plus any closed accounts which still have a balance due.

You can:

- Make payments with a credit/debit card or eCheck
- View your billing history
- Review your payment history
- View your consumption history

We do not accept credit card payments over the phone. However, we do have a computer terminal in our office with a direct connection for processing your own transaction during regular office hours: Monday – Friday, 8:00 a.m. – 4:30 p.m.

CONVENIENT, FLEXIBLE, SAFE AND RELIABLE

In partnership with JetPay Payment Services the De Pere Water Department now offers individuals and businesses the opportunity to pay water bills directly over the internet by credit/debit card or eCheck. This service is safe, reliable, and in accordance with all state and government regulations. In order to process your payment, JetPay Payment Solutions; the credit card service provider, charges a nominal convenience fee which will be applied to the transaction.

CREDIT/DEBIT CARD & E-CHECK FEE SCHEDULE:

- Fixed flat-rate convenience fee for credit/debit cards or eCheck - \$4.95/transaction
- Credit/debit card charge-backs - \$20.00
- Non-NSF eCheck returns - \$1.75
- NSF eCheck returns - \$20.00

Visa®, Master Card®, Discover®, and American Express® credit and debit cards are now accepted.



OTHER PAYMENT OPTIONS:

Some banks offer free on-line payment services for their customers. Also, your account can be set up on the Water Departments EZ-Pay automatic payment plan which makes an automatic withdrawal from your checking or savings account on the bill due date at no additional cost to you. You can do this by visiting our website at www.de-pere.org or by calling our office at 920-339-4046 for more information.